



ORIGINAL

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

Group Art Unit:3629

WILLIAM T. ROWSE et al.

Examiner: Jonathan P. Ouellette

Serial No.: 09/547,661

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For: SYSTEM FOR PROCESSING A CUSTOMER CONCERN

Attorney Docket No.: FMC 1185 PUS / 81050169

**INFORMATION DISCLOSURE STATEMENT AND
CERTIFICATION UNDER 37 C.F.R. § 1.97(d) AND (e)**

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Sir:

In compliance with the duty of disclosure under 37 C.F.R. § 1.56 and §§ 1.97-1.98, the references listed and identified on the attached Form PTO/SB08A are being submitted herewith for consideration by the Examiner. This Statement is being filed in accordance with 37 C.F.R. § 1.97(d), i.e., either after the mailing date of a final rejection, or a notice of allowance, but before payment of the issue fee.

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Each item of information contained in this Statement was first cited in any communication from a foreign patent office in a counterpart foreign application (copy of communication enclosed) not more than three months prior to the filing of this Statement.

The fee of \$180.00 pursuant to the provisions of 37 C.F.R. § 1.17(p), as well as any additional fee or credit of any overpayment in connection with this filing, should be charged to 06-1510 (Ford Global Technologies, Inc.). A duplicate of this paper is enclosed for that purpose.

No copies of the listed U.S. patent references or the listed U.S. patent application publication references have been included herewith pursuant to 37 C.F.R. § 1.98(a)(2). All other references have been provided as required. Consideration and entry into the record of the listed references is respectfully requested.

Respectfully submitted,

WILLIAM T. ROWSE et al.

By: 

John S. Le Roy

Reg. No. 48,158

Attorney for Applicants

Date: February 9, 2005

BROOKS KUSHMAN P.C.
1000 Town Center, 22nd Floor
Southfield, MI 48075-1238
Phone: 248-358-4400
Fax: 248-358-3351

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INFORMATION DISCLOSURE STATEMENT BY APPLICANT

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